# Food Safety Policy and Guidance

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# 1 Overview

# 1.1 <u>Purpose</u>

- 1.1.1 The aim of the 'Food Safety Policy' is to set out the requirements that must be followed by all University catering units and used as best practice for all outside caterers and third parties providing catering on University Premises. The policy is based on the legal requirements under the relevant legislation (listed below).
- 1.1.2 The policy also provides Hazard Analysis and Critical Control Points (HACCP) document contained in Appendix 6.1. Some units will have additional hazards, and critical control points and therefore require increased monitoring procedures which are added into the HACCP. This has been added as all members of staff are transferable to all units.
- 1.1.3 The University sets and maintains high standards of catering and demonstrates its commitment to food safety and hygiene. This policy requires that all food supplied within and by the University, including authorised third parties and outside caterers, will have been produced to the highest safety standards, complying with all food safety and hygiene legislation, good practice and guidance notes issued within the catering industry.
- 1.2 <u>Scope</u>
- 1.2.1 This policy, and associated guidance, sets down the framework for food preparation and supply on University premises including In-house catering operations, third-party provision, catering at events, seminars and weddings.
- 1.2.2 Only approved Third-Party Catering suppliers are permitted to provide food or drink on any University Property. Those purchasing understand they are not permitted to purchase from non-approved suppliers. The University expects equivalent standards to be applied by approved partner 3rd Party Catering suppliers.
- 1.2.3 This policy does not apply to food brought onto University premises for own consumption, including consumption by residents in self-catering residential accommodation or food purchased and prepared by the residents.

# 2 Definitions

Clause	Term	Meaning	
2.1	HACCP	Hazard Analysis and Critical Control Points; a food safety	
		management system.	
2.2	CCP	Critical Control Point: a point in the process where control	
		is critical to ensure the safety of the product.	
2.3	PRP	Prerequisite Programme: a generic food safety control	
		that applies at several points in the process.	

# 3 Approval Authority

3.1 Head of Catering

# 4 Policy Statement

# 4.1 <u>Responsibilities</u>

- 4.1.1 Director of Campus Operations
- 4.1.1.1 The Director of Campus Operations is responsible for ensuring that;
  - When letting contracts a clause is inserted to ensure that lessees conform to the University's Food Safety Policy.
  - Financial resources are available for both capital and revenue budgets to enable compliance with this policy.

# 4.1.2 Head of Catering

- 4.1.2.1 The Head of Catering is responsible for:
  - Advising the Director of Campus Operations, the Registrar and the Vice-Chancellor on issues relating to catering, (such as external caterers, potential risks to the University arising from the practice and management of catering, evaluation of requests for the establishment of new service).
  - Ensuring the University of Bristol's legal compliance and advising the University on legislative adherence in specialist areas.
  - Ensuring that Campus Division Catering Department and all Schools/Sections/University properties with catering outlets are using authorised outside caterers and in compliance with this policy.
  - Ensuring that the senior managers within the Department implement and comply with this policy by setting up monitoring and management control and monitoring systems.
  - Ensuring that any new or changes to University catering premises is registered with the Local Authority.
  - Developing, implementing and reviewing the University's food safety, HACCP, health and safety, healthy eating, sustainable and ethical frameworks and operations procedures that underpin the department's strategic objectives.
  - Ensuring that the Campus Division Catering Department Food Safety Policy and guidance notes are implemented within the catering outlets.
  - To audit the catering premises regularly to ensure compliance and liaise with Safety & Health Services on the above.
  - Auditing authorised outside caterers and providing advice on food safety and health and safety matters. Ensuring they comply with all aspects of food and health and safety legislation in order to meet the requirements of the Campus Division Catering Department Food Safety Policy and Campus Division Catering Department Health and Safety Policy, including holding public liability insurance to the required cover level as determined from time to time by the University.
  - Ensuring that all suppliers comply with this policy by including the requirements in all tender documents.
  - Working with Procurement to provide nominated suppliers for catering operations.

# 4.1.3 Operational Managers

# 4.1.3.1

Catering Area	Manager
Cluster 1:	Cluster 1 Manager
Churchill, Wills, Badock Hall, Clifton Hill	-
House, Balloon Bar and Events and Bars.	
Cluster 2:	Cluster 2 Manager
All retail outlets to include Hiatt Baker Shop,	-
Senate House Food court and The Beckford	
Bar	

- 4.1.3.2 Relevant Managers (as above) are responsible for ensuring that:
  - The Campus Division Catering Department Food Safety Policy and the Campus Division Health and Safety Policy and associated guidance are implemented throughout the department.
  - All third-party suppliers comply with this Policy.
  - All areas under their control are following the Policy and guidance notes by adequate training of staff and the monitoring and management of control systems.
  - The Hazard Analysis and Critical Control Point (HACCP) plan is adhered to
  - New members of staff are supervised to ensure they are working in compliance with the Food Safety Policy.
  - All food stuffs and equipment are supplied in accordance with University Policy.
  - The pest control operation is effective and for liaising with the Pest Control Contractor for advice as necessary.
- 4.1.3.3 Health & Safety Documents:
  - The Safe Working Procedures document and Staff Handbook must be provided to all staff. Campus Division Catering Department staff have access to these documents on Share Point. https://uob.sharepoint.com/:w:/r/teams/grpestatesqms/Catering%20supporting%20documentation/Catering%20Risk%2 0Assessments%20and%20Safe%20Working%20Procedures.docx?d=w272a 0912deee43d1936800e027a9dc7b&csf=1&web=1&e=iIFfE2
    - Risk assessments must be readily available to all staff in hard copy & electronic versions. Campus Division Catering Department staff have access to these documents on SharePoint. https://uob.sharepoint.com/:w:/r/teams/grp-estatesqms/Catering%20supporting%20documentation/Catering%20Risk%2 0Assessments%20and%20Safe%20Working%20Procedures.docx?d=w272a 0912deee43d1936800e027a9dc7b&csf=1&web=1&e=ilFfE2
    - Managers must sign to confirm these documents have been shared with their teams. The risk assessments and appendices should be kept up to date by the relevant manager.
- 4.1.4 Covid 19
- 4.1.4.1 We will follow government guidance and will review this regularly.
- 4.1.4.2 Link to Government Guidelines: https://www.gov.uk/guidance/working-safely-

during-coronavirus-covid-19/restaurants-offering-takeaway-or-deliver https://www.gov.uk/government/publications/covid-19-guidance-for-foodbusinesses/guidance-for-food-businesses-on-coronavirus-covid-19

- 4.1.4.3 The Catering facilities available to customers at the university will change in line with the Covid alert level, which is available here: https://uob-my.sharepoint.com/:w:/g/personal/jy19589\_bristol\_ac\_uk/EXGD4-RR7jVAgbLvtc2bDfgBI3CSHwZJGyQ8joy9BMVaSg?email=hrrcs%40bristol.ac.u k&e=4%3Ah87DsY&at=9&CID=6f075c8a-a758-f1f6-278c-a17e813137ee This table sets out what catering outlets and arrangements will be made in line with the Covid alert level.
- 4.1.4.4 Link to university guidance <u>www.bristol.ac.uk/safety/news/2020/coronavirus.html</u>
- 4.1.4.5 The government/industry/university guidelines are continually changing and being updated; therefore, we will ensure service is provided in line with these guidelines as they change.

# 4.2 <u>Hazard Analysis and Critical Control Points (HACCP)</u>

- 4.2.1.1 HACCP is a food safety risk assessment that involves the assessment of each step in the food production process and the identification of those points which are critical to food safety. Article 5 of Regulation (EC) 852/2004 states that 'food business operators shall put in place, implement and maintain a permanent procedure or procedures based on the HACCP principles. These principles are:
  - Identify any hazards that must be prevented, eliminated or reduced to acceptable levels.
  - Identify the critical points at the step or steps at which control is essential to prevent or eliminate a hazard or reduce it to acceptable levels.
  - Establish critical limits which separate acceptability from unacceptability for the prevention, elimination or reduction of identified hazards.
  - Establish and implement effective monitoring procedures at critical control points.
  - Establish corrective actions when monitoring indicates that a critical point is not under control.
  - Establish procedures, which shall be carried out regularly to verify that HACCP measures are working effectively.
  - Establish documents and records to demonstrate effective application of HACCP measures.
- 4.2.1.2 Appendix 6.1 contains the HACCP analysis.

#### 4.2.2 Hazard

- 4.2.2.1 A "Hazard" is anything which may cause harm to customers through eating food.
- 4.2.2.2 There are three types of hazard.
  - microbiological
  - chemical
  - physical
- 4.2.2.2.1 Microbiological hazards include food poisoning bacteria (e.g., Salmonella, E. coli and Bacillus Cereus), parasites (in meat and fish), viruses, and moulds. These microbes are hazardous because they can:

- survive inadequate cooking, if already present in food, for example, Salmonella in chicken.
- multiply to harmful levels in food given the right conditions, for example, poor temperature control during storage, handling or hot holding.
- spread from raw foods, such as meat, poultry and unwashed vegetables, to cooked/ready-to-eat foods either directly or via food handlers, work surfaces and equipment known as "cross contamination".
- produce toxins under certain conditions (e.g. Bacillus cereus or Staphylococcus aureus) which may be heat stable (i.e. cannot be destroyed by cooking or reheating)
- Other microbiological hazards such as certain bacteria, yeasts and moulds may lead to food spoilage
- 4.2.2.3 Physical hazards include contamination by materials such as glass, plastic, wood, metal, hair and contamination caused by pests.
- 4.2.2.4 Chemical hazards These may already be present in/on certain foods in the form of pesticides or insecticides. Chemical hazards may also arise from incorrect storage and the misuse of chemicals used in food premises such as cleaning chemicals and rodent baits. Another chemical hazard is the formation of acrylamide when starchy food is cooked at high temperatures. More information on acrylamide can be found below.
- 4.2.2.4.1 Acrylamide: Acrylamide is a harmful chemical which has the potential to cause cancer in humans. Regulation EC 2017/2158 Acrylamide came into force on April 2018. It aims to reduce acrylamide which is formed when starchy food is cooked at high temperatures (e.g. fried, roasted, baked or grilled). This includes foods such as chips, crisps, bread, biscuits and cereals. More information on acrylamide can be found here: <u>https://www.food.gov.uk/safety-hygiene/acrylamide</u>.
- 4.2.2.4.2 For the purposes of this legislation, the university of Bristol is classified as a smaller business and Annex II part A is applicable. Part B does not apply (for further details see p5-6 of the UKH guidance on acrylamide: <a href="https://view.publitas.com/bha/ukhospitality-guide-to-acrylamide/page/2">https://view.publitas.com/bha/ukhospitality-guide-to-acrylamide/page/2</a>).
- 4.2.2.4.3 The control measures to minimise formation of acrylamide include:
  - Sourcing appropriate coffee and cooking oil and liaising with suppliers.
  - Storing whole skin on potatoes at room temperature (<6°C)
  - Soak potato chips / cut potatoes which have been prepared on-site in warm water for a few minutes before baking or frying
  - Make sure potatoes are cut into similar sized pieces to ensure even cooking
  - Go for gold cook bread and potato products to a light gold colour, no darker to reduce the amount of acrylamide formed
  - Fry food at temperatures below 175°C
  - Oven cook at 180-220°C (180°C if fan oven)
  - Change oil as advised by supplier
  - Follow all manufacturers cooking instructions (for example cooking times and temperatures) to minimise acrylamide formation
  - Skim fry oil to remove burnt food debris/crumbs
- 4.2.3 Prerequisite Programmes
- 4.2.3.1 Prerequisite programs are steps, or procedures, which control the operational conditions within a food establishment and promote environmental conditions

that are favourable to the production of safe food. Prerequisite programs are the foundation of a HACCP system, the basic conditions and activities that are necessary to maintain a hygienic environment.

# 4.2.4 Critical control points

4.2.4.1 Critical Control Points (CCPs) are the stages in the process where the hazards must be controlled for the food to be safe to eat. All hazards at Critical Control Points (CCPs) must be reduced to a safe level or eliminated by a suitable control measure. Clear and appropriate critical limits must be defined if the CCPs are to be maintained within acceptable limits.

# 4.2.5 Monitoring

- 4.2.5.1 Monitoring is essential at CCPs to ensure food safety. Supervisors are responsible for the day to day monitoring checks.
- 4.2.5.2 Certain control measures may have critical limits which cannot be easily measured in the way that, e.g., temperatures can. For example, the correct use of differently coloured equipment for different purposes is one way of providing the control measure for hazards such as cross contamination. In this case, the most effective monitoring would be supervision of staff to ensure that they follow procedures.
- 4.2.5.3 A requirement of a HACCP based system is that monitoring is recorded at a frequency that reflects the nature and size of the business. Monitoring record sheets are contained in the Catering file of the Integrated Management System. The forms are designed to outline the acceptable standards at the bottom of the forms. All monitoring forms shall be retained for a period of one year.
- 4.2.5.4 Formal monitoring of standards at the University is achieved by Cluster Managers completing the management checklist on a monthly basis and audits carried out by Safety and Health Services as far as possible every 3 years. External inspection by the enforcement authority also acts as a verification of procedures.

#### 4.3 <u>Cross contamination</u>

- 4.3.1 Separate sinks and hand washing basins; separate designated food washing sink, separate equipment sink and separate wash hand basin.
- 4.3.2 Separating raw and cooked food is essential to preventing harmful bacteria from spreading in addition to the above provision.

# 4.3.3

Safety point	Reason
Storage.	
Store raw and ready to eat foods separately.	This helps to prevent
Where possible store in a separate refrigerator. In	harmful bacteria from
areas where this is not possible store raw	spreading from raw foods
meat/poultry below ready to eat foods.	to ready to eat foods.
Have designated areas for raw and "ready to eat"	
food	
Ensure all foods are covered.	

Safety point	Reason
Always use containers or bags that have been designed to store food. Do not store food in open tins. Never re-use cling film or food bags. Ensure any plastic containers are washed and disinfected between uses.	
Preparation. Prepare raw foods and ready to eat foods in separate areas. Where this is not possible, separate them by preparing at different times and clean and disinfect thoroughly between tasks. Where possible use different meat slicer, vac packers for raw and ready to eat foods. Never use the same chopping boards or knives for preparing raw and cooked foods. Follow colour coding for all utensils and never use unless you are sure it has been thoroughly disinfected between uses. Utensils and equipment must have been effectively cleaned and disinfected between use (using the utensil washer rinsing at 82°C) Ensure ready to eat equipment such as coloured coded chopping boards and knives are stored separately from those used for raw products.	Harmful bacteria can spread from raw to cooked ready to eat foods.
Cooking. When you add raw meat products to a grill or barbeque make sure that they do not touch or drip onto the food already cooked.	Bacteria could spread from the raw meat to other food and prevent it from being safe to eat.

4.3.3.1 If there is any danger that ready to eat food has not been kept separate from raw high-risk foods, ensure that it is discarded immediately.

# 4.4 <u>Temperature control</u>

4.4.1 The temperature control requirements are contained in Schedule 4, Regulation 30 of the Food Hygiene (England) Regulations 2006.

# 4.4.2 The Regulations can be summarised as follows.

Reg	Requirement	Comments
2	Chilled food must be kept at 8°C	Applies only to food that would
	or cooler	become unsafe
3	Various cold foods are exempt: shelf stable, canned, raw materials, cheeses during ripening, and others where there is no risk to health	Soft cheeses once ripe, and perishable food from opened cans must be kept below 8°C
4	Manufacturers may recommend higher storage temperatures/shorter storage life (if safety is verified by scientific assessment).	Catering staff must use the food within the 'Use By' date indicated.

Reg	Requirement	Comments
5 (1)	Cold food on display or for service can be warmer than 8°C. Maximum 4 hours allowed.	Any item of food can be displayed outside temperature control only once. It is the responsibility of the Cluster Managers to ensure that this is monitored and can be proved as necessary.
5 (2)	Tolerances outside of temperature control are also allowed during transfer or preparation of food and defrost or breakdown of equipment.	No time/temperature limits specified. Both should be minimised and be consistent with food safety.
6/7	Hot food should be kept at 63°C or hotter.	Food may be kept at a temperature cooler than 63°C for a single period of up to 2 hours if it is for service or on display.

- 4.4.3 Temperature control measures and critical limits
- 4.4.3.1 The temperatures and practices below must be followed by all University catering units; the temperatures are taken directly from the legislation and associated guidance. Monitoring sheets are indicating these limits.

Process Step	Temperature Control / Critical Limit	Monitoring Requirements
Purchase/ Delivery/ Receipt/ Collection	Transport/accept chilled food at 8°C or below Transport/accept frozen food at -18°C or below	Check deliveries and record food temperatures of a sample of high-risk foods.
Storage/ Display	Store chilled food at 8°C or below. To achieve this fridges and chilled display equipment should be set at 5°C or less. Store frozen food at -18°C or below	Check temperatures of stored food in display units twice a day and record temperatures. Ensure the food is checked not the display on unit. There are no set times for the recording of these temperatures, it is the responsibility of the Cluster Managers to outline recording schedules for each catering unit. Check all display freezers daily (before service or restocking as this will enable early detection of any problem) and record.
Preparation	Keep cooked/ready-to-eat food within the refrigerator until it is required, then prepare/handle without delay. Thoroughly defrost all frozen foods in a refrigerator.	Monitoring by Cluster Managers to ensure good practices are maintained.

4.4.3.1.1

Process Step	Temperature Control / Critical Limit	Monitoring Requirements
	Thoroughly defrost all frozen foods prior to cooking (unless specified otherwise by the food manufacturer).	
Cooking	Ensure that a core temperature of food of 75°C (or equivalent time/temperature combination) is reached. Rare food. Only whole cuts of beef and lamb are to be cooked rare. Ensure liquid dishes such as soups and sauces are simmering. Ensure that processed meat products such as sausages and burgers are not pink and do not have any red juices. This also includes cooking of birds such as chicken. Ensure that the surface of whole cuts of meat and whole joints are fully sealed.	Ensure food reached temperature by probing high risk items on each menu and record. All food to be cooked rare must have the surface area fully cooked (i.e., sealed in a pan).
Hot Holding	All foods which are to be held hot prior to serving must be kept at above 63°C. These foods must be placed in appropriate equipment, i.e. a pre-heated bain-marie or hot cabinet as soon as possible after reheating or cooking. Hot holding can affect the quality of food, reduce the length of time food is kept hot, not the temperature.	Probe and record high risk items to ensure hot holding equipment is effective and quality is maintained.
Cooling	Hot food must be cooled as quickly as possible and then refrigerated, either by placing in a blast chiller/freezer if possible or methods including dividing into smaller portions, putting in shallow trays, stirring food regularly whilst cooling, moving to a cooler area of the kitchen etc. Hot food must not be placed in refrigerators. Food should be cooled to below 10°C within 90 minutes.	Formal verification of cook chill procedures must be carried out and recorded. Verification of the safe procedure used for cooling in units without blast chillers should be carried out (e.g. by checking core food temperature throughout the cooling process) to ensure each site carrying out this process is capable of cooling the food quickly enough to prevent microbial growth. If food has been standing at room temperature in excess of 2 hours, the Head Chef must be informed to decide if the food needs to be discarded.

Process Step	Temperature Control / Critical Limit	Monitoring Requirements
Reheating	<ul> <li>Ensure that food is piping hot all the way through.</li> <li>Food should reach a minimum core temperature of 75°C (or equivalent time/temperature combination).</li> <li>Alternate time/temperature combinations can be used for reheating in these Circumstances; for example, 70°C for 2 minutes.</li> <li>Reheat the finished dish only once.</li> </ul>	Record temperatures of food that has been reheated.
Service and Delivery	Chilled food being delivered or served cold must be kept under 8°C. Foods being served hot or delivered hot must be above 63°C.	Off-site temperatures or buffet foods must be checked and recorded prior to serving and recorded. High risk items should be recorded. Customers supplied with a buffet must be provided with information on University rules and how the food provided must be handled (including durability of food provided).

4.4.3.2 Temperature recording must be taken using a probe thermometer. Insert the probe into the centre and leave it in place for 2 minutes before taking a reading. Always clean and disinfect the probe properly before each use. Probe thermometers must be checked for accuracy and detail of calibration recorded.

# 4.4.4 Defrosting

- 4.4.4.1 Some food taken from the freezer can be cooked immediately but poultry, joints of meat and large items must be completely thawed before cooking. If food is not completely thawed, ice is likely to be present at the centre and the heat from cooking will be used to melt the ice and not to raise the internal temperature above that required to destroy pathogens.
- 4.4.4.2 Rules for thawing foods
  - Segregate from high risk foods.
  - The best method is thawing in a refrigerator as it is a controlled environment, at a safe temperature. Care must be taken with resulting defrosting liquids to avoid contamination.
  - It is not recommended that other thawing methods are used (e.g. under cold running water or in the microwave, as running water creates a risk of cross contamination and microwave defrosting can leave cold spots which are still frozen).
  - Once the item is thawed, keep in the refrigerator and cook within 24 hours.

# 4.4.4.3 Freezer breakdown

4.4.3.1 If the freezer breaks down or food becomes thawed, for example due to a power failure, the food may occasionally be treated as fresh. In the event of a break down the door of the freezer should be left closed until repaired. Food may remain frozen for up to 2 days in a well-managed and insulated freezer. If there are any doubts about the safety of food contact the relevant manager.

# 4.4.5 Off-Site food deliveries

- 4.4.5.1 The most important point to consider with food delivered for more-or-less immediate consumption is the time it is at ambient temperature from when preparation has finished to the time it is eaten. The only safe way to extend food service or waiting time on sites is to provide cold and hot holding units, which will maintain temperatures, but this is usually not practicable and so the time food is kept on display must be managed.
- 4.4.5.2 The following standards must be applied.
  - Food must be delivered and displayed not more than 30 minutes before service.
  - Food must be delivered in refrigerated vehicles or suitable insulated containers. If this is not possible it must be delivered within 15 minutes travel time.
  - Vehicles and/or containers used to transport foods must be kept clean and maintained in good repair and condition, to protect foods from contamination. Where necessary, they must be designed and constructed to allow adequate cleaning and/or disinfection.
  - High-risk foods must be temperature checked using a probe thermometer and details recorded on the monitoring form.
  - Any hot food on display must be served within 2 hours
  - Any cold food on display must be served within 4 hours
  - These times should be measured from when the food arrives on site and at the end of the display period
  - Food left over from kitchen production may be retained, provided it is refrigerated and correctly labelled and only subsequently served from refrigerated storage. Cold re-used food should not be consumed past the second day of production.
  - Food preparation should not take place within non-catering departments, unless adequate facilities are available.
  - The food must be effectively labelled to indicate which, if any, of the food contains allergens (see section 18).
  - Information must be provided to the customer on food safety and should include advice on when the food was delivered and when it should be eaten by.

# 4.4.6 Date coding and shelf life

- 4.4.6.1 Stocks of stored food should always be kept to a minimum to avoid them not being used before their date code. Food should be rotated so that older stock is used first.
- 4.4.6.2 Date codes of highly perishable foods and food with a use by date should be checked daily and recorded. Low risk food, for example dry goods, can be checked monthly and recorded on the Manager's checklist.

- 4.4.6.3 An appropriate indication of shelf life must be applied to food intended to be sold for longer than the day of production (e.g. baguettes) or packets or containers of perishable foods which have been opened and are being stored. Examples include a day dot system or labelling the food with a use by date. The following should be followed.
  - Food which is produced in the units then put in the refrigerator should be labelled with the date of production of opening / production +2 days should be used, however some products may have a shorter or longer shelf life than this. Advice should be sought from the producer or refer to the packaging.
  - Food which is produced in the units then put in the freezer should be labelled with the date of production or opening, to be used within 2 months.
  - Refrigerated or frozen products received undated should be labelled with the date of receipt and guidance sought from the supplier about the expected shelf life.
  - Open packets and jars should be labelled with the date of opening. Ensure all food in storage is properly wrapped or covered and labelled.
  - Vacuum packaged foods must not be given a shelf-life over 10 days and must be stored at below 8°C for chilled foods.

# 4.4.7 Wrapping and packaging

- 4.4.7.1 If you wrap or package foods (including selling food to take away) then you must follow these requirements.
  - Material used for wrapping and packaging must not be a source of contamination and must be stored correctly.
  - Wrapping and packaging must be carried out in a way that avoids contamination of products. You must make sure, where appropriate, that the container is clean and not damaged.
  - If you re-use any wrapping and/or packaging material for foods it must be easy to clean and, where necessary, to disinfect.
  - Perishable food which is to be offered for sale for longer than the day of production should be labelled with a date code (e.g. baguettes, pizzas or pies) to ensure effective stock rotation and that the item is not sold past this date.
  - The Food Standards Agency recommends that vacuum packed products should be restricted to shelf-life of up to 10 days for chilled foods stored at above 3°C. Food assigned a shelf-life of above 10 days should be either heated to a sufficient temperature to inactivate the spores of Clostridium botulinum, or be subject to a single or a combination of preservative control factors to prevent or inhibit the growth of Clostridium botulinum. Please consult the relevant manager if there is any doubt on the shelf-life required for any product that is vacuum packed. The 'use-by' date and required storage conditions should be clearly added to the pack. Separate equipment must be used for the packaging of raw and ready-to-eat foods.
- 4.4.7.2 As part of Source Catering's sustainability action plan, they will now encourage customers to bring their own takeaway containers for food to any of the locations operated by Source.
- Customers wishing to use their own takeaway containers must follow the guidelines set out in this food safety policy that will also be displayed in all locations.
- All containers must be clean and free from any residual food debris.

- All containers must be free from damage and discoloration.
- All containers must have a tight fitting well-secure lid.
- All containers are only to be used in the front-of-house areas and must not be used in any kitchens.
- All catering staff will undergo training on what the acceptable standards are.
- All customers to be informed that all food items must be consumed within 2 hours.

# 4.5 <u>Training</u>

- 4.5.1 Regulation (EC (extenuating circumstance)) No 852/2004 requires that food handlers be supervised and instructed and/or trained in food hygiene matters commensurate with their work activity. Also, those that are responsible for the development and maintenance of procedures based on the HACCP principles have received adequate training.
- 4.5.2 Training is important not only to ensure compliance with legislation but is essential to ensure that each member of staff knows how they contribute to food safety.

# 4.5.3 Induction training

4.5.3.1 All new members of staff must receive induction training from their Line Manager with the assistance of colleagues and other designated person.

#### 4.5.4 Training requirements

- 4.5.4.1 It is University policy that all staff employed in catering or catering related areas have a recognised and approved food hygiene training qualification. New employees must undergo formal training unless they can provide evidence of qualifications. In many cases staff will undertake accredited Foundation Course in Food Safety as a minimum.
- 4.5.4.2 It is vital that staff do not forget what they have learned and continue to put their training into practice. For this reason, all catering and catering related staff will undergo refresher training on an annual basis, this may be informal refresher training during staff meetings or during one-to-one coaching/training sessions. Training must be formally recorded, and records kept by the Line Manager on the Training database.

University Catering Tra	University Catering Training Rules				
New staff training	<ul> <li>All food handling staff to receive this</li> </ul>				
including induction	<ul> <li>Induction during first day at work</li> </ul>				
	<ul> <li>The essentials of food hygiene and hygiene awareness instruction carried out at induction.</li> <li>HACCP based system training appropriate to their duties</li> </ul>				
Supervision of new staff	<ul> <li>New staff to be supervised closely by an appropriate person and Cluster Manager during probation period.</li> </ul>				

University Catering Training Rules					
Retraining	<ul> <li>When a failure has occurred in any area of HACCP system, staff involved must be retrained and/or given instructions to carry out duties safely.</li> </ul>				
Formal Training All staff Managers/Supervisors	<ul> <li>All catering related staff must undertake accredited Foundation Course in Food Safety (e.g.: Acorn training courses) as a minimum, preferably within 3 months of starting work.</li> <li>Minimum of accredited Foundation Course in Food Safety but will be encouraged to proceed to take further qualifications in Supervising Food Safety further qualifications in Managing Food Safety as career and management responsibilities progress.</li> </ul>				
Refresher Training	<ul> <li>All staff must receive refresher training as required</li> </ul>				
HACCP Training All Staff	• All staff to receive training on the HACCP based system on induction or as soon as possible after starting work. The level of training required will depend on the duties of individual staff.				
Managers/Supervisors	• The manager/supervisor will receive adequate training to ensure they are competent in their role of checking that procedures have been followed, verifying that the HACCP system is working and checking that corrective actions and reviews have been carried out.				

# 4.6 <u>Personal Hygiene</u>

4.6.1 The University as an operator of a food business has a legal responsibility under the Food Hygiene (England) Regulations 2006 and EC Regulations to take all steps necessary to ensure food safety. The following sections concern potential hazards from employees and the controls required to safeguard food.

#### 4.6.2 Staff Illness

- 4.6.2.1 Regulation (EC) No 852/2004, Annex II, Chapter VIII state that 'no person suffering from, or being a carrier of a disease likely to be transmitted through food or afflicted, for example with infected wounds, skin infections, sores or diarrhoea is to be permitted to handle food or enter any food-handling area in any capacity if there is any likelihood of direct or indirect contamination'.
- 4.6.2.2 Any employee who knows or suspects that they are suffering from vomiting and diarrhoea or any other condition that could affect food safety must immediately report the illness, symptoms and if possible, their causes to their manager/supervisor. Details of actions to be taken are outlined below.

# 4.6.2.3 Risk factors and Preventative Measures

Risk	Immediate Action	Subsequent Action
Diarrhoea	Report to	If vomiting has occurred, the
and/or	manager/supervisor and	area must be decontaminated.
vomiting	leave the food handling	Dispose of any contaminated
	area immediately.	-

		food. Clean and sanitise toilet
		handles, taps and surfaces.
		Staff must be excluded from
		food handling for 48 hours
		following being symptom free.
Skin	Food handlers with lesions	Clean wounds must be totally
conditions	on exposed skin (hands,	covered with a distinctively
	face, neck or scalp) that	coloured waterproof dressing,
	are actively weeping, or	no need to exclude from food
	discharging must be	handling.
	excluded from work until	
	lesions have healed.	
Infection of	Any food handler must be	Exclude until free from
eyes, ears or	excluded from working if	discharge.
mouth	eyes, ears mouth or gums	
	are weeping or	
	discharging.	
Chest and	Coughing and sneezing	If allowed to stay at work the
other	over food is not	need for thorough hand washing
respiratory	hygienically acceptable	must be emphasised.
diseases	and employees may need	
	to be excluded from food	
	handling for this reason.	
Infections	Food handlers suffering	Advice must be sought from the
requiring	from; Enteric fever, typhoid	Occupational Health Service.
special	or paratyphoid, VTEC	
consideration	(Vero toxin-producing	
	Escherichia Coli) or	
	Hepatitis A must be	
	excluded from food	
	handling and seek medical	
	advice.	

4.6.2.4 Managers must follow the University sickness absence guidance ensuring that they are clear on the reason for an employee's absence and that they are fit to return to work and as far as practicable there is no risk to food safety.

# 4.6.3 Personal Hygiene Rules

- 4.6.3.1 Every member of staff working in a food handling area must maintain a high level of personal cleanliness and wear suitable, clean protective clothing. The following rules apply to all food handling staff.
- 4.6.3.2 Handwashing:
- 4.6.3.2.1 Managers must ensure that staff follow and understand the six-step handwashing process. Taps must be turned off using a paper towel and wiped clean. Pictorial handwashing instructions which clearly show wiping the taps as above must be displayed at every handwashing sink in a food serving area.

Washing hands eff	washing hands effectively							
Step 1:		Step 2:	100					
Wet your hands thoroughly under warm running water and squirt liquid soap onto your palm.	+ AND	Rub your hands together palm to palm to make a lather.	Sector and a sector and a sector and a sector a					
Step 3:	The loss this	Step 4:	Com					
Rub the palm of one hand along the back of the other and along the fingers. Repeat with the other hand.	5.	Put your palms together with fingers interlocked and rub in between each of the fingers thoroughly.						
Step 5:	line	Step 6:	401					
Rub around your thumbs on each hand and then rub the fingertips of each hand against your palms.		Rinse off the soap with clean water and dry your hands thoroughly on a disposable towel. Turn off the tap with the towel and then throw the towel away.	or Marine					

Food Safety Rule	Reason for Food Safety Rule
Hands must be washed frequently using	Hand washing is one of the best
the six-step process with soap and warm	ways to prevent harmful bacteria
water and then dried. This includes	from spreading (cross
before starting work, before handling	contamination particularly e-coli).
food, after rest breaks, after eating,	
drinking or smoking, after using the toilet,	
on returning into the kitchen, after	
handling raw food, after handling cooked	
food, after cleaning, after blowing your	
nose and after handling waste. This list	
is not exhaustive.	
Clean and washable protective clothing	Clothes can bring dirt and
that is supplied by the University must be	bacteria into food preparation
worn whilst at work.	areas. Wearing suitable clean
	clothes helps prevent this.
Protective clothing must not be worn	This prevents contamination.
outside food premises or for travelling to	
and from work.	
Where necessary staff should wear clean	Aprons help stop dirt and bacteria
or disposable aprons over their work	from getting onto work clothes
clothes, especially when working with	and they can be removed easily
raw meat/poultry or eggs.	for washing or thrown away.
Staff must keep hair tied back and it is	If hair is not tied back or covered
good practice to wear a hat or hairnet	it is more likely to fall into food
when preparing food. It is not University	and staff are more likely to touch
Policy that hats must be worn, it is	their hair.
however recommended.	
Staff must not wear watches or jewellery	Watches and jewellery can collect
when preparing food. The only exception	and spread dirt and harmful
is a plain wedding band and sleeper type	bacteria or fall into the food.
earrings.	

Food Safety Rule	Reason for Food Safety Rule
Staff must keep their nails trimmed and	Fingernails (real or artificial) and
filed. Long nails can easily break and end	nail polish can physically
up in food. Staff must not wear nail polish	contaminate food. If nails are
or artificial nails.	long, dirt and microorganisms can
	collect beneath them.
Staff must refrain from touching their face	Hands can easily spread harmful
and hair and eating or chewing gum.	bacteria from the skin, hair, nose
	or mouth onto food.
Staff must not wear strong-smelling	May taint the food especially food
perfume or aftershave.	with a high fat content.
Outdoor clothing and personal effects	Prevent the contamination of
must not be brought into food rooms.	food.
Sensible nonslip shoes must be worn by	Footwear can be important in
all persons entering kitchens. Safety	preventing slips and trips in the
shoes (non-slip) are provided to Campus	workplace and can have a big
Division Catering Department staff, they	effect on reducing slip injuries.
must be worn throughout the shift and	
whenever in the work area. Temporary	
and Agency staff must wear low heeled	
or flat shoes, with an enclosed toe and	
heel, and non-slip rubber soles.	
A clean set of work clothes or disposable	Anyone entering the kitchen can
aprons should be available for visitors.	bring bacteria on their clothes.

- 4.7 <u>Premises</u>
- 4.7.1 Pest control
- 4.7.1.1 Pests are the direct cause of most statutory closures of food businesses and are a major factor in thousands of food complaints as catering premises offer a warm, humid environment with a ready food supply. Pests are a source of food borne pathogens and pest control is considered a prerequisite for HACCP.
- 4.7.1.2 The first line of defence against pest infestations is environmental controls. Regulation (EC) No 852/2004 states that 'the layout, design, construction, siting and size of food premises are to permit good hygiene practices, including protection against contamination and, in particular pest control'.
- 4.7.1.3 All buildings must be adequately proofed. Doors must be close fitting and where necessary be provided with metal kick plates. Gaps where pipes and girders pass through walls should be adequately proofed. Windows which can be opened to the outside air in catering units are, where necessary, to be fitted with insect-proof screens which can be easily removed for cleaning. If screens are not fitted and an open window could lead to contamination, then windows must remain closed and fixed during food production.
- 4.7.1.4 Despite all proofing precautions, pests will sometimes get into a building. To reduce the risk of an infestation, ensure that.
  - Premises are kept in a clean and tidy condition to reduce sources of food and harbourage.
  - Spillages are cleared away promptly.
  - Food is kept in rodent-proof containers and lids are always replaced.
  - Stock is stored correctly, and good stock rotation is observed.

- Unused equipment, packaging material, and similar items are rotated and checked frequently.
- Waste is removed promptly, and waste areas cleaned after waste is removed.
- All raw materials, including food, packaging, equipment and laundry must be checked to ensure freedom from infestation.
- Checks are made frequently for signs of pests. Staff must immediately inform the unit manager if they have any concerns. If there is a possibility that equipment, surfaces or utensils have been touched by pests, these areas should be cleaned and disinfected.
- 4.7.1.5 The risk of infestation will always remain however effective the environmental management and the storage practice. The University employs the services of a Pest Control contractor who can provide controlled, preventative measures and who will assist with the eradication of any infestation.

# 4.7.2 Lighting and ventilation

- 4.7.2.1 Suitable and sufficient lighting must be provided throughout food premises, including storerooms, passageways and stairways, so that employees can identify hazards and carry out tasks correctly.
- 4.7.2.2 University guidance is that fluorescent tubes are fitted with diffusers to prevent glare and product contamination in the event of a breakage. The lighting levels aimed for are a standard of 150 lux in storerooms and 500 lux in preparation areas.
- 4.7.2.3 Suitable and sufficient ventilation must be provided to produce a satisfactory, safe working environment and to reduce humidity and temperatures that would assist the rapid multiplication of bacteria.

#### 4.7.3 General maintenance

- 4.7.3.1 Regulation (EC) No 852/2004 states that 'food premises are to be kept clean and maintained in good repair and condition'.
- 4.7.3.2 The layout, design, construction, siting and size of food premises must:
  - Permit adequate maintenance and cleaning of the premises, and
    - Be as such to protect against the accumulation of dirt, contact with toxic materials, shedding of particles into food (this would include flaking paint etc.) and the formation of undesirable mould on surfaces.
- 4.7.3.3 The requirements apply to all parts of the catering premises, including ancillary areas such as stores and cellars.
- 4.7.3.4 It is the responsibility of the relevant Managers to monitor the condition of the premises and liaise with the Head of Catering where repairs/maintenance issues are needed.

#### 4.7.4 Kitchen Layout

4.7.4.1 Avoid using the same surface for both raw and ready to eat foods. If this is not possible adequate cleaning, management controls, training and disinfection must be in place. This is outlined in the Food Standards Agency guidance on

controlling cross contamination which also mentions provision of separate sinks and hand washing basins; separate designated food washing sink, separate equipment sinks and separate wash hand basin.

# 4.8 <u>Cleaning</u>

- 4.8.1 Regulation (EC) No 852/2004 Annex II, Chapter I, requires that food premises and equipment is to be kept clean. The frequency of cleaning and the removal of waste and other refuse must ensure that there is no accumulation in food rooms except as far as is unavoidable for the proper functioning of business. Adequate facilities must be provided for cleaning and disinfecting work areas and equipment and where necessary provision for the washing of food. Further information is in the Campus Division Catering Department Safe Working Procedures document.
- 4.8.2 Cleaning is an essential and integral part of running the University's catering units. Where surfaces are used for both raw and cooked food they shall be sprayed with chemical sanitiser (D10) twice, once to remove debris, once to disinfect surface
- 4.8.3 Cleaning will ensure.
  - Effective disinfection so reducing the risk of cross contamination, food poisoning, spoilage and wastage.
  - Removal of materials that would provide food or harbourage to pests and prevent early discovery of infestations.
  - Ensure a pleasant and safe working environment, which will encourage effective working and reduce risks to accidents to both staff and students.
  - Reduce the risk of foreign matter contamination.
  - Prevention of damage to, or a reduction in, the efficiency of equipment and services and reduce maintenance costs.
- 4.8.4 Cleaning must be carried out at every stage in the production of food, from delivery to service point, and is included in the HACCP plan as a Prerequisite Program.

#### 4.8.5 Cleaning schedules

- 4.8.5.1 Cleaning schedules are a common link between management and staff and are necessary to ensure that equipment and premises are effectively cleaned and, if necessary, disinfected as frequently and as economically as possible. Each University catering unit must operate a documented cleaning schedule.
- 4.8.5.2 The cleaning schedule must be written down, monitored and retained for inspection during audits or by enforcement officers. Each unit must keep their completed cleaning schedules for a year.

#### 4.8.6 Cleaning chemicals

4.8.6.1 Campus Division Catering Department use Bio Hygiene cleaning chemicals, no others are approved products. No single cleaning chemical is suitable for all tasks, specific products relate to specific tasks. Chemicals must be supplied in clearly labelled containers. Labels and instructions must remain legible and ideally chemicals must not be transferred out of their original containers. Large containers should be supplied with unique safe dispensers.

- 4.8.6.2 The European Regulation (EC) No 1272/2008 on classification, labelling and packaging of substances and mixtures require suppliers to identify the hazards of the chemicals they supply. Some hazard information will be provided on labels, but the safety data sheet contains information to carry out a risk assessment as required by the Control of Substances Hazardous to Health Regulations (COSHH).
- 4.8.6.3 Each catering unit must ensure that cleaning chemicals and equipment such as mops, buckets, brooms etc. are stored separately from foodstuffs and cooking utensils. Chemical stores must be lockable, dry, well-lit and well-ventilated.

# 4.8.7 Cleaning cloths

- 4.8.7.1 Dishcloths should be semi-disposable; discarded daily or, if woven fabric, withdrawn daily and laundered on a boil wash (90°C). Cloths must never be left wet or soaked in disinfection overnight as this does not effectively kill bacteria.
- 4.8.7.2 Raw meat/poultry and food which has been in contact with soil (salad or vegetables etc) are more likely to contain harmful bacteria than any other foods. Ensure cloths are either immediately disposed of or taken away for laundering immediately if used for these foods. Ensure a laundry bin is available for dirty re-usable cloths.

# 4.8.8 Washing Food

4.8.8.1 This should be carried out in the correct, designated, sink which is cleaned and disinfected after use.

# 4.9 <u>Physical contamination</u>

- 4.9.1 To ensure the risk of physical contamination is reduced, staff should wear the correct uniform and have suitable storage for outdoor clothes and personal belongings. Further details are outlined in the personal hygiene section of this guidance.
- 4.9.2 The use of glass should be avoided wherever possible and glass equipment or utensils should not be used in food preparation. Glass jars containing ingredients should be disposed of as quickly as possible after use. Glasses for drinks are stored in a separate area away from any food preparation.

#### 4.10 Waste Disposal

- 4.10.1 Regulation (EC) No 852/2004 Annex II Chapter VI states that "food waste, nonedible by-products and other refuse are to be deposited in closable containers that are easy to clean and where necessary, to disinfect. Waste must be removed from rooms where food is present as quickly as possible, to avoid accumulation." Also, all waste must be disposed of in a hygienic and environmentally friendly way in accordance with Community legislation and so as not to constitute a direct or indirect source of contamination.
- 4.10.2 Information regarding waste disposal can be found at <u>http://www.bristol.ac.uk/environment/waste/</u>
- 4.10.3 This site provides staff with information on what is happening in and around the

University on environmental issues. Sustainability is responsible for implementing energy and water efficiency measures and environmental improvements across the University of Bristol. Details can be found on recycling policy and advice on all waste matters.

- 4.10.4 Waste must not be allowed to accumulate in a food room. Properly constructed containers, where provided in food areas, should be removed to a designated storage area at the end of the preparation or service period.
- 4.10.5 Compactors, where provided, will reduce bulky dry waste to a more manageable size and may reduce the frequency of refuse collection, and the number of containers to be emptied.
- 4.10.6 Waste must be held in lidded skips, prior to collection.

# 4.10.7 Where food waste is held for collection, this should.

- Be removed from the premises,
- Composted where possible or kept in bins with close fitting lids, and
- Be stored clear of the ground, on steel racks, capable of being cleaned around and beneath.

#### 4.10.8 Cooking oil

- 4.10.8.1 Waste cooking oil must be stored properly in upright, sealed, undamaged containers so that none can spill. Levels must be kept to a minimum to avoid accumulation and to prevent possible spillages. It must be collected by an authorised collector who will take the waste to an authorised site for recovery or disposal.
- 4.10.8.2 Waste cooking oil must not be poured down drains or sewers because this inevitably leads to blockages and odour or vermin problems and may also pollute watercourses leading to problems for wildlife. Such action could also result in potential prosecution.

#### 4.10.9 Refuse stores

# 4.10.9.1 Refuse stores must be:

- Kept clean and protected against access by pests.
- Ideally, be located away from food storage and handling areas and must not give rise to the risk of contamination of food or drinking water
- Outdoor storage should preferably be sited away from the main delivery entrance

# 4.11 <u>Traceability and supplies</u>

4.11.1 All food purchases must be to a predetermined standard and quality, any product delivered to University premises which does not meet those standards must be rejected and the delivery refused. Difficulties that cannot be resolved directly with the supplier must be referred to the Senior Head Chef.

#### 4.11.2 Nominated suppliers

4.11.2.1 All suppliers are vetted through the TUCO (The University Caterers

Organisation) framework. These suppliers undergo stringent quality assurance visits, the resulting reports forming part of HACCP and due diligence. All catering units must use these nominated suppliers.

4.11.2.2 These suppliers are subject to random inspections by a representative or agent of the University.

# 4.11.3 Traceability

- 4.11.3.1 Article 18 of the EC Regulation No 178/2002 states that 'the traceability of food and any other substance intended to be, or expected to be, incorporated into food shall be established at all stages of production, processing and distribution'.
- 4.11.3.2 Catering units must be able to identify any person from whom they have been supplied with food or any other substance that may be incorporated. This information must be made available to Local Enforcement Authorities on demand.
- 4.11.3.3 Key records that must be kept.
  - From whom as well as recording the business details, make sure that you have a contact point recorded for your suppliers in case any problems arise. Detailed contact information for all nominated suppliers is held by Procurement.
  - What exactly you have received make best use of information your supplier has sent. If possible, record the batch/lot number given by your supplier, as well as recording any information about the goods and enter them into your recording system. Just keeping the delivery note or invoice in a safe place might be enough.
  - When keeping a note of the date on which goods were received can be important to help trace the path of goods through the food chain.
  - What you did with the goods received e.g. added to store A, mixed with delivery B etc.
- 4.11.3.4 Things that can make it more difficult:
  - Deliveries or collections when no-one is on site. If possible, all deliveries must be scheduled when a member of staff is on site to receive the goods.
  - Difficulties in getting the right information or poor information from suppliers. Just because the information is provided does not necessarily guarantee that it is correct, checks must be put in place if necessary.

#### 4.11.4 Deliveries

- 4.11.4.1 Records of deliveries must be kept for traceability purposes and as part of the University's HACCP management system.
- 4.11.4.2 All suppliers must be checked on a weekly basis and information recorded on the 'delivery record' form. How many items are checked for temperature compliance depends on the risk and quantity of the delivery, but as a guide it is recommended that one item per delivery of high-risk food is checked using a probe thermometer and records are kept for a year.
- 4.11.4.3 All deliveries must be placed in appropriate storage immediately after delivery to reduce risk of contamination and to ensure compliance with relevant temperature regulations.

- 4.11.4.4 Fruit and vegetables should be removed from packing cases and placed in clean, hygienic storage containers.
- 4.11.4.5 Dry goods must be stored off the floor to facilitate effective cleaning and pest control. All deliveries must be inspected for damage, infestation, adequate date codes before being transferred into stores. Any goods that present a risk to food safety must be rejected.
- 4.11.4.6 Any foods that are rejected must be labelled 'not for human consumption' until they can be effectively taken out of the food chain by returning to the supplier or adequately disposed of.

# 4.11.5 Third Party Suppliers and Contracted Catering Suppliers

- 4.11.5.1 All third-party food provision must be supplied by an approved supplier, they must comply with strict Food Safety Requirements and Health & Safety requirements. This information can be found on the Campus Division Catering Department intranet pages. The only authorised suppliers are those listed on the Catering pages of the University website.
- 4.11.5.2 Contracted third party suppliers operating on the University's premises are subject to reasonable conditions and work within a formal contractual arrangement.
- 4.11.5.3 The operators are required to undergo a full audit of their operation by representatives of the University. It is expected that they shall cooperate and comply with any recommendations, working with the University towards continual improvement.
- 4.11.6 Mobile Food Vendors
- 4.11.6.1 All mobile food provision must be supplied by an approved UoB (University of Bristol) supplier, they must comply with strict Food Safety Requirements and Health & Safety requirements. This information can be found on the Campus Division Catering Department intranet pages. Other suppliers are not permitted.

#### 4.12 <u>Bars</u>

- 4.12.1 The following apply to bars as beer/drink is classified as food.
  - Ensure that the bar and cellar areas are cleaned regularly.
    - Ensure equipment that is used to disperse beer/alcohol is clean. Always clean pipework at least weekly to reduce the build-up of acid yeast and bacteria. Ensure personal protective equipment of goggles and glasses are worn during this operation; see risk assessment for further information.
    - Cellar temperature must be kept at between 11-13°c, temperatures should be recorded.
    - Store bottled drinks properly, ideal temperature of 4-6°c.
    - Ensure effective stock rotation, ideally keg beers should be used within 5 days.
    - Kegs must not be kept outside. On delivery ensure date codes are checked, only accept kegs that have at least 20 days left for sale before the best before date and have no damage to containers.
    - Cellar cooling equipment must be regularly maintained.
    - Relevant Manager to carry out monthly recorded inspections to ensure compliance.

# 4.13 <u>Enforcement inspections</u>

- 4.13.1 It is our policy to display our up to date Scores on the doors ratings in a prominent place for each outlet. <u>Scores on the Doors Official Food Hygiene</u> <u>Ratings</u>
- 4.13.2 In the UK the responsibility for protecting public health and ensuring food businesses comply with food hygiene legislation falls to the Local Authority. The function of enforcement officers is to ensure compliance with relevant legislation, to ensure that food is being handled and produced hygienically and to provide professional guidance and advice.
- 4.13.3 Enforcement Officers have power of entry into catering establishments. This means that they must be allowed access upon the production of an identity document during reasonable hours. It is an offence for Enforcement Officers to be obstructed when carrying out their duties.
- 4.13.4 University staff must be courteous to enforcement officers and provide them with all necessary information. Any queries that cannot be immediately answered should be referred to the Relevant Head Chef or Safety and Health Services.
- 4.13.5 Following an inspection any proposed action will be discussed with Safety and Health Services, the Divisional Safety Adviser and the Unit Cluster Manager, and any appeal procedures will be fully explained. Any action taken will be subject to the requirements of the Local Authority Enforcement Policy.
- 4.13.6 Cluster Managers must not enter into written correspondence with an enforcement officer without the involvement of the Head of Catering. This is vital should any notices be served as involvement of senior officers may be necessary.
- 4.13.7 The University aims to meet very high standards and an excellent relationship with the Local Authorities is essential in assessing the implementation of the Food Safety Policy and ensuring that it is improved through guidance and support.

#### 4.14 Food Safety Incidents & Customer complaints

- 4.14.1 Customer complaints may fall into several categories: physical contamination, quality issue, complaint regarding a member of staff (level of service/hygiene concern) or an allegation of food poisoning. A customer complaint may indicate a failure of the HACCP management procedure.
- 4.14.2 A record must be made of all customer complaints which will be fully investigated. Regarding physical contaminants, Cluster Managers need to be aware of "foreign body" incidents and ensure that they take all reasonable precautions and exercise all due diligence to secure their removal or prevent their introduction. For example, preventing staff wearing jewellery apart from a wedding band, removes the risk of physical contamination from that source.
- 4.14.3 Quality complaints can be dealt with immediately, but a record must be kept of all concerns to be reviewed by the Cluster Manager and relevant Head Chef.
- 4.14.4 Food poisoning allegations must be dealt with immediately to contain the spread of any outbreak, identify the outbreak location and causative agent. The

definition of an outbreak is an incident in which two or more people, thought to have common exposure, experience a similar illness or proven infection (at least one of them having been ill). Immediately upon becoming aware of a food borne outbreak associated with the premises, the Cluster Manager must inform the Relevant Head Chef and Head of Catering who will inform Safety and Health Services who will provide appropriate advice regarding the serving of food & controls required.

- 4.14.5 Courteous handling of customer complaints can negate the need for Local Authority Environmental Health involvement, but some complaints may come via the Environmental Health Officer.
- 4.14.6 Please also ensure details are entered on the Safety & Health Incident Reporting system select the Campus Division Catering Department Catering Cluster Manager <u>https://iis-safety.cse.bris.ac.uk/eforms/incident/</u>
- 4.14.7 All complaints received by the Catering Department are treated in the strictest confidence and all complainants will be informed via email of all relevant findings and actions taken.

# 4.15 Food Allergies

- 4.15.1 The Food Information to Consumers Regulation (No. 1169/2011) states that all food service organisations serving unpackaged food or food that is packaged on site for immediate consumption, will have to supply details of the menu items that contain the EU top14 allergens within the dishes they serve. Annex II of the EU Food Information to Consumers Regulation No. 1169/2011 outlines the 14 allergens (and products thereof) that must be labelled or indicated as being present in foods and these are.
  - Cereals containing gluten such as wheat, rye, barley, oats, spelt
  - Crustaceans for example prawns, crabs, lobster, crayfish
  - Eggs
  - Fish
  - Peanuts
  - Soybeans
  - Milk (including lactose)
  - Nuts such as almonds, hazelnuts, walnuts, cashews, pecan nuts, Brazil nuts, pistachio nuts, macadamia (or Queensland) nuts
  - Celery (including celeriac)
  - Mustard
  - Sesame seeds
  - Sulphur dioxide (>10mg/kg or 10mg/L)
  - Lupin
  - Mollusc for example clams, mussels, whelks, oysters, snails and squid
- 4.15.2 To ensure compliance with legislation, the following actions will be carried out by Campus Division Catering Department.
  - Operational Managers & Head Chefs are responsible for identifying any allergenic ingredients and ensuring that correct information is available for Campus Division Catering Department products. This will be achieved by using Saffron Catering Management System. All allergen information will be specific to the food, complete and accurate.
  - Campus Division Catering Department will compile accurate recipes. It is the responsibility of Cluster Managers (Operational Managers/Cluster Managers/Head Chefs) to ensure that recipes are adhered to and that no un-

packaged foods are supplied without allergen information that has been verified and made available.

- It is the responsibility of all food handlers to follow recipes exactly and not deviate in any way. All food handlers must be vigilant and follow their training regarding allergen awareness and raise any concerns with their supervisors.
- The FSA's recommended signage is used at all University operated food outlets asking customers to talk to staff about food allergies.
- At customer service points, a notice will be displayed outlining that allergen information is available and can be obtained from a member of staff. This notice must be conspicuous to all customers.
- At each customer service point an' allergen folder' will be available for customers to access on request. This folder will contain information on all unpackaged foods available. It is the responsibility of the Cluster Manager to ensure that this folder is accurate and contains information on all products.
- Allergen information is provided on menu cards.
- It is the responsibility of Operational Managers to ensure that compliant information is available for un-packaged foods from University approved suppliers. This information must be in an equivalent format as product information.
- Cluster Managers are responsible for accurately maintaining local allergen information, including information contained in 'allergen folders' and written menus (where provided). Allergen information must be clear and conspicuous. This is vital for event catering where the provision of an 'allergen folder' may not always be practical.
- It is the responsibility of the Catering Contracts Manager to ensure that all 3rd Party Catering have arrangements in place that are compliant with the regulations. The Catering Contracts Manager will periodically monitor the arrangements of the Partners.
- Cluster Managers must ensure that any external event caterer has effective allergen compliance arrangements in place. This only applies to events that Campus Division Catering Department have responsibility for or that they are the event caterer.
- Operational Managers are responsible for training their members of staff on this allergen policy. Allergen awareness training is part of all new team members' induction and will be repeated as appropriate.
- In the rare event that specifically prepared meals for known individuals who have a food allergy are produced, they must be stored separately and effectively labelled.

4.15.3 Key messages for catering units include the following:

- Know all your ingredients and always reflect the presence of these items on your menu to allow customers to make an informed choice,
- Prevent cross contamination from foods that can cause allergic reactions and intolerance,
- Utensils and equipment should be separate or cleaned thoroughly after use with products that can cause reactions
- Store foods that can cause allergic reaction and intolerance reaction separate from other foods,
- Check that the food delivered matches your order and you are aware of the composition of the food,
- 4.15.4 Note: Cooking does not usually eliminate allergen risks.
- 4.15.5 Further information is available on the Food Standards website. http://food.gov.uk/business-industry/allergy-guide/

# 4.15.6 Natasha's Law (the food information (amendment) (England) regulations 2019)

Natasha's Law is a new piece of legislation coming into force from the 1<sup>st</sup> October 2021. It will require producers of prepacked for direct sale (PPDS) food to label it with the name of the food, the full list of ingredients and the 14 prescribed allergens emphasized within the list. The legislation will bring PPDS (Prepacked for direct sale) foods in line with other foods that are prepacked.

The 14 major allergens are:

- 1. Celery
- 2. Cereals containing gluten (such as barley and oats)
- 3. Crustaceans (such as prawns, crabs, and lobsters)
- 4. Eggs
- 5. Fish
- 6. Lupin
- 7. Milk
- 8. Molluscs (such as mussels and oysters)
- 9. Mustard
- 10. Peanuts
- 11. Sesame seeds
- 12. Soya

13. Sulphur dioxide (sometimes known as sulphites) (if they are at concentrations of more than 10 parts per million)

14. Nuts (such as almonds, hazelnuts, walnuts, Brazil nuts, cashews, pecans, pistachios, and macadamia nuts)

Where it is not easily identifiable by the ingredient name that there is an allergen present, for example, tofu, then next to the ingredient the name of the allergen must be stated, to illustrate this, tofu (**soya**), likewise, for cereals including containing gluten, the allergen should be emphasised, malt vinegar (**barley**). Furthermore, the nut being used must be declared as an allergen under these requirements such as almond, walnut.

PPDS foods are foods that are packaged at the same site they are sold, and are completely or partially packed <u>before</u> the customer orders or selects them and

that cannot be altered without opening or changing the packaging. Examples might include prepacked grab and go salads, ready made and wrapped sandwiches or pots of granola and yoghurt.

Open or unwrapped food made on site (for example hot meals served in halls of residence, uncovered food on plates, food in open containers or unwrapped baked goods) is not classed as PPDS food and does not require a full ingredients label. Allergen information for this type of food should be provided in the same way it was pre 1<sup>st</sup> October

2021 (i.e. using information provided on menus, the red allergen folder, signage and verbally by staff)

Labels would be produced using recipes from Procure Wizard and then exported to Label Logic Live for printing. All sites that will be producing foods that fall under the PPDS guidelines will print these labels as required.

Foods that have been packed after a customer has ordered/purchased (e.g. placed in a bag or container at the request of a customer) are not classed as PPDS food and do not require a full ingredients label.

The following information must be displayed on the label to comply with this new piece of legislation:

• Name of the food. This must be clearly stated and not misleading. If the food has been processed in some way, then this must be stated for example, smoked bacon.

• List of ingredients. The ingredients must be listed in the order of the weight with the greatest first.

• Allergen information. Where one of the 14 major allergens are present as highlighted earlier in this article then they must be declared by law. The allergens must be emphasised in the ingredients list, the most used emphasis is bold lettering, but you can use contrasting colours or underlining them. If you look at most of your food products you will find the bold letting is widely used. Please note, even the smallest amount of allergens present can lead to a severe allergic reaction, so it is important to declare the allergens present.

For further information for what else must feature on the food label please refer to this link <u>https://www.food.gov.uk/business-guidance/labelling-guidance-for-prepacked-for-direct-sale-ppds-food-products</u>.

# 4.15.7 Calorie Labelling Legislation (new legislation April 2022)

- 4.15.7.1 the University understands it is exempt from displaying calorie information because it is not a qualifying business under regulation 7 of the Calorie labelling out of home sector England regulations 2021.
- 4.15.7.2 This is because it is exempt under regulation 7(2)(a) as it is an educational institution within the meaning of paragraph 1(11) of schedule 16 to the coronavirus act 2020 other than an institution providing education to pupils below the age of 18.

#### 4.16 <u>Health and safety</u>

- 4.16.1 All staff must be provided with access to the Campus Division Catering Department Health and Safety Policy, Department Risk Assessment, Campus Division Catering Department Safe Working Procedures and Campus Division Catering Department Staff Handbook. All documents are found on the Campus Division Catering Department SharePoint site.
- 4.16.2 Information can also be found via the safety and health services webpage http://www.bristol.ac.uk/safety/

#### 4.16.3 Accident and incident reporting

- 4.16.3.1 Accidents, dangerous incidents, occupational health issues and near misses; including food safety incidences such as foreign body reporting and food safety breaches, should be reported online. The Safety and Health Services Incident Report and Investigation System can be found here: <u>https://iis-</u> <u>safety.cse.bris.ac.uk/eforms/incident/</u>
- 4.16.3.2 The Cluster Manager is responsible for investigating any incident, ensuring that the accident is logged online with Safety and Health Services. This will automatically be sent to the Divisional Safety Adviser, additional information or investigation may be required.

- 4.16.3.3 Any injury which is serious or likely to lead to lost time from work should be reported to Safety and Health Services immediately by telephone (ext. 88780) and the Divisional Safety Adviser informed.
- 4.16.3.4 Safety and Health Services will ensure that necessary reports are submitted to the Health and Safety Executive as required by The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR). For accidents that are reportable under RIDDOR a member of Safety and Health Services will usually require a full accident investigation.
- 4.16.3.5 A procedure regarding action to be taken in the event of a death of a member of staff or student is outlined in the Incident and Crisis Management Framework available at <a href="http://www.bristol.ac.uk/planning/crisismanagementandbcm/icmfdocuments/">http://www.bristol.ac.uk/planning/crisismanagementandbcm/icmfdocuments/</a>

#### 5 References

- 5.1 Internal References
- 5.1.1 Implementing Procedures
- 5.1.1.1 HAS-SP-014 Campus Division Catering Department Safe Working Procedures
- 5.1.2 Other Internal References
- 5.1.2.1 HAS-PD-001 Health, Safety and Welfare Policy
- 5.1.2.2 GEN-SP-007 Staff handbook
- 5.1.2.3 CAT-PD-001 Catering policy and booking procedures

#### 5.2 External References

- 5.2.1 The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 No. 1471. Available online here: <u>http://www.legislation.gov.uk/uksi/2013/1471/contents</u>
- 5.2.2 Health and Safety at Work etc Act 1974 c. 37 and subordinate Regulations. Available online here: <u>http://www.legislation.gov.uk/ukpga/1974/37/contents</u>
- 5.2.3 The Food Hygiene (England) Regulations 2006 No. 14. Available online here: http://www.legislation.gov.uk/uksi/2006/14/contents/
- 5.2.4 The Food Safety Act 1990 (Amendment) Regulations 2004 No. 2990. Available online here: <u>http://www.legislation.gov.uk/uksi/2004/2990/contents/made</u>
- 5.2.5 Food Standards Agency (FSA), 2019. *Guidance for food business operators and local authorities E.coli 0157 Control of Cross-contamination*. Available online here: <u>https://www.food.gov.uk/sites/default/files/media/document/e.-coli-0157-cross-contamination-guidance\_0.pdf</u>
- 5.2.6 Regulation (EC) No 852/2004 on the hygiene of foodstuffs. Available online here: <u>https://eur-lex.europa.eu/legal-</u>

content/EN/TXT/PDF/?uri=CELEX:02004R0852-20090420&qid=1571063044330&from=EN

- 5.2.7 Regulation (EC) No 853/2004 laying down specific hygiene rules for food of animal origin. Available online here: <u>https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:02004R0853-20190101&gid=1571063090430&from=EN</u>
- 5.2.8 Regulation (EC) No 854/2004 laying down specific rules for the organisation of official controls on products of animal origin intended for human consumption. Available online here: <u>https://eur-lex.europa.eu/legal-</u> <u>content/EN/TXT/PDF/?uri=CELEX:32004R0854&gid=1571063141400&from=EN</u>
- 5.2.9 EC Regulation No. 2073/2005 Microbiological Criteria for Foodstuffs. Available online here: <u>https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:02005R2073-20190228&gid=1571063178995&from=EN</u>
- 5.2.10 EU Food Information for Consumers Regulation (No. 1169/2011) and Food Information Regulations 2014. Available online here: <u>https://eurlex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:02011R1169-</u> 20180101&gid=1571063231311&from=EN
- 5.2.11 COMMISSION REGULATION (EU) 2017/2158 Acrylamide of 20 November 2017 establishing mitigation measures and benchmark levels for the reduction of the presence of acrylamide in food. Available online here: <u>https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32017R2158&rid=1</u>

# 6 Appendices

#### 6.1 Hazard Analysis and Critical Control Points

#### 6.1.1 Introduction

- 6.1.1.1 Campus Division Catering Department runs a range of food outlets across the University including the Hawthorns bar area, the University coffee shops, Balloon Bar and catered halls of residence kitchens.
- 6.1.1.2 This HACCP plan covers the microbiological, chemical and physical hazards from the receipt of deliveries through to service or sale to the customer for all food prepared and sold by Campus Division Catering Dept.
- 6.1.1.3 As most catering staff will work at more than one site (depending on workload and time of year), this HACCP plan covers food production at all sites to ensure all staff are familiar with appropriate control measures and monitoring procedures.

# 6.1.2 Background

- 6.1.2.1 Campus Division Catering Dept. have extensive function menus and can supply catering services for any of the University buildings. Food supplied ranges from baguettes, hot and cold snacks to hot or cold buffet food and catering for dinner parties and banquets. Food is ordered in advance and delivered either in insulated containers (hot food) or in a refrigerated vehicle (cold food). These are for special functions and not for general use by university staff.
- 6.1.2.2 Vacuum packing of food is carried out in the Halls of Residence for raw ingredients as part of the preparation stage. All vacuum packing machines are designated raw to prevent cross contamination. Full details of the processes and control measures involved are covered in the HACCP chart.
- 6.1.2.3 Some products may be cooked in advance and then chilled or frozen to be used cold or reheated. A blast chiller/freezer is available at all hall kitchens and is used to cool as necessary.
- 6.1.3 HACCP team
- 6.1.3.1 The HACCP team is led by The Senior Head Chef, with specialist input provided by Catering Operations Manager, Divisional Safety Officer, Quality Assurance Officer and Health and Safety Advisor (UOB (University of Bristol) Safety and Health Services).

#### 6.1.4 General control measures

6.1.4.1 To avoid repetition in the HACCP plan, a set of generic controls are in place which apply at every stage of production regardless of whether that stage in production is a critical control point. These are food safety controls which form the basis of good food hygiene. These general control measures cover physical, biological and chemical hazards and are detailed below. Allergens have also been considered as part of the HACCP plan.

- 6.1.5 Suppliers and deliveries
- 6.1.5.1 Deliveries are received frequently to enable good stock rotation
- 6.1.5.2 A list of vetted (reputable) suppliers can be found in the Head Chef's office. New suppliers are assessed before being added to the list.
- 6.1.5.3 Visual checks are made on each delivery (including the delivery vehicle and delivery items) and goods not meeting the required standards are rejected

#### 6.1.6 Cleaning

- 6.1.6.1 Effective cleaning is essential to reducing the risk of physical, chemical and biological contamination of food. The following controls are in place in accordance with Campus Division Catering Department Safe Working Procedures HAS-SP-014.
- 6.1.6.2 Clean as you go policy in place
  - Two step cleaning process is always used for surfaces where raw and cooked food are prepared
  - Appropriate chemicals are selected for tasks such as cleaning food and hand contact surfaces, floors and equipment. Chemicals meet the appropriate BS: EN standard
  - Only approved chemicals may be used, and correct usage instructions are followed
  - Equipment and utensils requiring disinfection/ sanitisation are cleaned at 82°C or above using a utensil washer. Dishwashers are not used for this purpose.
  - A detailed cleaning schedule is in place, completed daily and monitored by the Head Chef or Catering Manager
  - Disposable cleaning cloths are used where there is a risk of cross contamination (e.g. blue roll). Any reusable cleaning cloths are washed daily on a 90°C wash cycle
  - Waste is removed from food preparation areas regularly and is handled in the correct way

#### 6.1.7 Physical contamination prevention

- Personal hygiene policy in place including hair tied back, and correct protective clothing worn (part of the Food Safety Policy)
- Pest control contract in place
- Policy in place to minimise the use of glass
- Staff have appropriate space to store personal belongings and these must not be brought into food preparation areas
- Blue plasters worn to cover cuts
- Maintenance and repair scheme in place through the University's Estates Office

# 6.1.8 Chemical contamination

- Cleaning chemicals are stored in a designated area away from food
- Designated personal protective equipment for using chemicals available
- Instructions for use of chemicals followed
- Personal hygiene policy is in place (part of the Food Safety Policy)
- Personal belongings area stored in a separate area away from food

# 6.1.9 Microbiological hazards

- 6.1.9.1 Full details of the control measures in place to control microbiological hazards at different stages of production are detailed in the HACCP plan however the following generic controls are also in place:
  - Cleaning, including appropriate sanitisation of food contact surfaces, only using approved chemicals and a 'clean as you go policy'
  - Personal hygiene policy (part of the Food Safety Policy)
  - Fitness to work policy (part of the Food Safety Policy)
  - Waste handled in the correct way
  - Pest control contract in place, regular inspections made
  - Designated preparation areas used for raw and ready to eat foods, or suitable separation by time
  - Training (see Food Safety Policy for further details, annual refresher provided).

# 6.1.10 Allergens

- 6.1.10.1 The generic allergen controls are defined in Section 4.15 Food Allergies. Any step specific controls are detailed in the HACCP chart below.
- 6.1.10.2 Food produced in University kitchens is made in an environment where other allergens (including the 14 key allergens outlined in legislation) are handled. Where food is made for an individual with an allergy every effort is made to prevent cross contamination. Shared equipment is however present in the kitchens such as toaster, grills, griddles and fryers which are potential sources of allergen cross contamination and are very difficult to remove all traces of a given allergen between uses and a residual risk may remain. Individuals with allergies are prompted using signage to discuss further with staff.
- 6.1.11 Students:
- 6.1.11.1 A food allergy advice document is given to any student making an enquiry prior to starting at the university. The document outlines the control measures in place and who to contact for further information.
- 6.1.11.2 A form is included as part of the information pack give to all students who have accepted an offer asking for details of food allergies and contact details for Campus Division Catering Department to discuss individual needs further.
- 6.1.11.3 The Head Chef is also available to discuss student dietary requirements throughout the term should any new concerns arise during term time.

# 6.1.12 Process Flow



# 6.1.13 HACCP Table

Step	HAZARDS AT CCPs	Control measures and critical limits	CCP or PRP	Monitoring and recording	Corrective action
1) Purchase and Receipt of deliveries	Presence of harmful bacteria	Reputable suppliers used from TUCO vetted list Accept chilled food at 8°C or below Accept frozen food at-12°C or below Visual check of delivery vehicle for cleanliness Food must be within use by date or best before date Food must be of an acceptable quality and free from damage or mould. Chilled and frozen foods placed in appropriate storage immediately	PRP	Check and record the food temperature for an item from 3 or 4 randomly chosen high risk food deliveries each day Visual checks on delivery vehicle cleanliness, date codes and packaging Delivery check form	Reject delivery if chilled or frozen food is not at a low enough temperature Head Chef to review supplier Reject food beyond 'use by' or "best before" date Reject damaged/contaminated food Review supplier
	Cross contamination in the Vehicle	Check raw and cooked/ ready to eat (RTE) foods separate on delivery vehicle Food packaging must be in good condition with no damage or leaks	PRP	Visual checks on separation of raw food Complete delivery check form	Reject contaminated food Review delivery method Review supplier
	Presence of unintentional ingredients due to incorrect composition of goods	Allergen controls in place using Procure Wizard Ensure suitable coffee bean variety used (as recommended by supplier)	PRP	Ensure all products are the correct brand as per the recipe for allergen control	Do not use an alternative brand until allergen information has be updated and verified
	Presence of Other contamination e.g. physical or chemical	Check inside of delivery vehicle is clean and free from pests Ensure that food is protected and/or covered Keep external doors closed whilst not in use	PRP	Visual checks of items being delivered	Reject any food that may be contaminated Review supplier

Step	HAZARDS AT CCPs	Control measures and critical limits	CCP or PRP	Monitoring and recording	Corrective action
2a) Refrigerated and frozen storage	Growth of harmful bacteria if correct temperature and time of storage is not observed	Store chilled food at 5°C or below, max 8°C Store frozen food at or below -18°C, max -12°C Ensure food is within 'use by' date Date mark opened packets/containers with appropriate shelf life based on manufacturers guidance or day of opening/preparation+2) Refrigeration and Freezers are on a Bi-Annual maintenance service contract	CCP	Check food temperatures for refrigerators and freezers Visual check on 'use by' dates Date code check form Manager's checklist Refrigerator temperature record Freezer temperature form	Recheck temperature and consider if food safe to use. Dispose of food outside critical limits Service Engineer to check/repair Dispose of food beyond 'use by' dates Dispose of food prepared on site after day of production +2
	Cross contamination	Keep raw and cooked/RTE foods adequately separated Ensure food is stored wrapped or packed Allergen control in place, separate foods where necessary Allergen awareness training	PRP	Visual checks	Dispose of contaminated food
	Chemical or Physical contamination from Damaged/Dirty Equipment or Personnel	Implement pest control contractor recommendations Keep refrigerator/freezer clean Ensure that food is protected and/or covered Refrigeration and Freezers are on a Bi-Annual maintenance service contract	PRP	Visual checks Complete cleaning schedule	Dispose of contaminated food
2b) Ambient storage	Cross contamination	Keep storage areas clean RTE food stored in correct location separate to raw foods Make sure that food is protected and/or covered. Decant any open bags into sealed containers. Ensure foods that can cause allergic reaction and intolerance are stored separate from other foods	PRP	Visual checks Complete cleaning schedule Allergen awareness training	Dispose of contaminated food

Step	HAZARDS AT CCPs	Control measures and critical limits	CCP or	Monitoring and recording	Corrective action
			PRP		
	Chemical or Physical contamination from Damaged/Dirty Equipment or Personnel	Implement pest control contractor recommendations Ensure that food is protected and/or covered Store whole skin on potatoes at room temperature (>6°C in a cool/dry/dark place) before roasting/frying	PRP	Observe and check stores for signs of pests Ensure that pest control contractor completes and signs record book Manager's checklist	Dispose of food which may be contaminated by pests Contact pest control contractor Carry out repairs to premises
3) Defrosting	Growth of harmful bacteria	Defrost only what is needed Defrost frozen food in a refrigerator Defrosting food kept at 8°C or below Ensure food is fully defrosted before cooking Ensure defrosted food is labelled with a date code to indicate its shelf life Ensure food is covered or wrapped	PRP	Do not use food paste the date code applied on defrosting Complete refrigerator temperature record	Adjust refrigerator settings and consider if the food is safe to use once defrosted If not enough time is left to defrost for longer, then replace the dish with a similar dish that is ready to serve Dispose of unsafe food
	Cross contamination	Keep raw and cooked/RTE foods separate and in the appropriate chiller Use safe handling practices Ensure food is covered or wrapped	PRP	Visual checks	Dispose of contaminated food
	Chemical or Physical contamination from Damaged/Dirty Equipment or Personnel	Implement pest control contractor recommendations Ensure that food is protected and/or covered Personal hygiene policy	PRP	Visual checks Complete cleaning schedule	Dispose of contaminated food Contact pest control contractor
4a) Preparation of Raw Ingredients	Presence of harmful bacteria	Food must be within use by date or best before date Food must be of an acceptable quality and free from damage or mould.	PRP	Visual checks. Food to be prepped in designated area.	Dispose of contaminated food.

Step	HAZARDS AT CCPs	Control measures and critical limits	CCP or PRP	Monitoring and recording	Corrective action
	Cross contamination of allergens	Allergen awareness training Clean as you go	PRP	Food to be prepped in designated area.	Dispose of contaminated food.
	Chemical or Physical contamination from Damaged/Dirty Equipment or Personnel	Implement pest control contractor recommendations Keep preparation area clean / Clean as you go Personal hygiene policy	PRP	Visual checks.	Dispose of contaminated food.
4b) Preparation of cooked/ ready-to-eat food (including	Growth of harmful bacteria	Minimise the length of time that food is out of the refrigerator.	PRP	Visual checks	Consider if the food is safe to use Dispose of unsafe food
salad)	Cross contamination From raw to cooked/ready to eat foods	Raw food preparation carried out on dedicated workstation Utensils and equipment must have been effectively cleaned and disinfected between uses. Ensure ready to eat equipment such as coloured coded chopping boards and knives are stored separately from those used for raw products. Follow personal hygiene policy Staff to ensure that they are wearing correct protective clothing Follow cleaning schedule / clean as you go Wash salad ingredients	PRP	Visual checks Complete cleaning schedule Monitor utensil washer temperature Manager's checklist	Dispose of contaminated food Contact maintenance engineer
	Formation of Acrylamide at future cooking stage	If chips/roast potatoes made on site from whole skin- on potatoes, soak in water before cooking to reduce the starch content. Cut potatoes to evenly sized pieces so that they cook at the same rate.	PRP	Ensure potatoes are prepped to an even size Ensure potatoes have enough soaking time.	

Step	HAZARDS AT CCPs	Control measures and critical limits	CCP or PRP	Monitoring and recording	Corrective action
	Allergen contents of food ingredients	Allergen awareness training Check correct ingredients are always used and recipe followed. If a meal is prepared specifically for an individual with a food allergy, ensure cross contamination is prevented Recipes are developed to avoid containing common food allergies where possible	PRP	Allergen awareness training Visual checks	Dispose of contaminated food
	Chemical or Physical contamination from Damaged/Dirty Equipment or Personnel	Implement pest control contractor recommendations Follow personal hygiene policy Ensure that equipment and utensils are clean and are in a good state of repair Clean as you go Correct protective clothing worn	PRP	Visual checks Complete cleaning schedule	Dispose of contaminated food Dispose of defective equipment/utensils Do not use unevenly sided potato chips or pieces, or cut so they are the same size as others
5) Vacuum packing	Growth of harmful bacteria (in particular <i>C.</i> <i>botulinum, L.</i> <i>mono</i> )	Labelling system in place to indicate date of packing and shelf life on each vacuum-packed item. All vacuum-packed food must be stored at or below 8°C Food is vacuum packed only once Ensure seal on vacuum packed food is intact	PRP	Date code checks and records on vacuum packed items Temperature checks and records for chilled food Visual checks	Dispose of any food past its shelf life Recheck temperature and consider if food safe to use. Dispose of food outside critical limits Service Engineer to check/repair
	Cross contamination	Vacuum packing machines are only to be used for prepared raw ingredients (e.g., ginger puree, garlic puree, etc)	PRP	Visual checks	

Step	HAZARDS AT CCPs	Control measures and critical limits	CCP or PRP	Monitoring and recording	Corrective action
	Chemical or Physical contamination from Damaged/Dirty Equipment or Personnel	Follow personal hygiene policy Ensure that equipment is clean and in a good state of repair Clean as you go	PRP	Visual checks Complete cleaning schedule	Dispose of contaminated food Dispose of defective equipment
6) Cooking	Survival of harmful bacteria	Preheat oven before use Ensure that food is cooked to a minimum core temperature of 75°C for 30 seconds (or equivalent) Joints of meat may be served rare at certain events (e.g. dinner parties). Joint is sealed to ensure bacteria are killed and then further heated using a range of methods to achieve an equivalent safe cook based on much longer times with lower temperatures. Ovens and Fryers are on a Bi-Annual maintenance service contract	CCP	Check the core temperature of cooked food Ensure that juices for chicken and turkey are running clear Ensure that casseroles and other liquid dishes are simmering Ensure that meat dishes have no pink or red in the centre. Joints can be served rare but only for dinner parties but not for the nursery Complete hot food temperature record	Cook the food for longer Service Engineer to check/repair equipment Review staff training
	Cross contamination	Sanitise probe thermometer before and after use with probe wipe Use clean equipment and utensils Personal hygiene policy followed Allergen awareness policy and training followed	PRP	Visual checks Cleaning schedules Manager's checklist Allergen awareness training	Dispose of any possible contaminated food Contact maintenance engineer
	Chemical or Physical contamination from Damaged/Dirty Equipment or Personnel	Follow personal hygiene policy Ensure that equipment is clean and in a good state of repair Clean as you go	PRP	Visual checks Cleaning schedules	Dispose of any possible contaminated food Contact maintenance engineer

Step	HAZARDS AT CCPs	Control measures and critical limits	CCP or	Monitoring and recording	Corrective action
			PRP		
	Acrylamide Production During Cooking	Go for gold (cook all bread, potato products etc to a light gold colour, no darker) Follow any manufacturer's instructions (e.g. for part baked items, chips etc) Skim deep fat fryer fat for any debris/crumbs Source appropriate cooking oil for frying from supplier Fry food at temperatures of <175°C Oven cook at 180-220°C (180°C if fan oven) Change oil as per supplier's recommendation	ССР	Visual checks Manager's checklist	Discard overcooked food (darker than light gold) Change oil if necessary
7a) Cooling (blast chiller or blast freezer)	Growth of harmful bacteria or toxin formation if time / temperature controls not observed	Cool food which has just been cooked as quickly as possible using the blast chiller/freezer Food divided into small or shallow portions Food cooled to below 10°C within 90 minutes Apply date code to the cooled food indicating the date it must be used by Refrigeration and Freezers are on a Bi-Annual maintenance service contract	CCP	Follow an established cooling practice (time/ temperature/ formula) with temperature checks Complete temperature record	Dispose of unsafe food Review and amend cooling procedures to enable chilling of food to below 10°C within 90 minutes
	Cross contamination	Follow personal hygiene policy Allergen awareness policy and training followed	PRP	Visual checks Complete cleaning schedule	Dispose of contaminated food
	Chemical or Physical contamination from Damaged/Dirty Equipment or Personnel	Implement pest control contractor recommendations Keep surfaces and equipment clean Ensure that food is protected and/or covered Allergen awareness training and policy Refrigeration and Freezers are on a Bi-Annual maintenance service contract	PRP	Visual checks Complete cleaning schedule	Dispose of contaminated food

Step	HAZARDS AT CCPs	Control measures and critical limits	CCP or	Monitoring and recording	Corrective action
			PRP		
7b) Hot holding	Growth of harmful bacteria	Batch cook to reduce the need for hot holding Preheat hot holding equipment before any food placed in it Hot hold at a temperature at or above 63°C Maximum hot holding period of 4 hours	CCP	Check core temperature of hot held food Complete hot holding temperature record	Reheat food until piping hot and put into hot holding equipment, or chill down food safely Waste food held below 63°if necessary Waste any food remaining after 4 hours of hot holding
	Presence of allergens	Allergen awareness training and policy	PRP	Check daily allergen sheets	
	Chemical or Physical contamination from Damaged/Dirty Equipment or Personnel	Implement pest control contractor recommendations Make sure that food is covered as far as practicable Sanitise probe thermometer before and after use with probe wipe Follow personal hygiene policy	PRP	Visual checks Complete cleaning schedule	Dispose of contaminated food
8) Reheating	Survival of harmful bacteria	Ensure that food is reheated to a minimum core temperature of 75°C for 30 seconds (or equivalent) Reheat food only once	CCP	Check core temperature of food with probe thermometer Complete hot food temperature record	Continue reheating until required temperature is reached Service Engineer to check/repair equipment
	Cross contamination	Sanitise probe thermometer before and after use with probe wipe Follow personal hygiene policy Use clean utensils and equipment Allergen awareness policy and training followed	PRP	Visual checks Cleaning schedules Monitor utensil washer temperature Manager's checklist	Waste contaminated food Contact maintenance engineer
9a) Service (on site)	Growth of harmful bacteria	Serve food as soon as possible after cooking or preparation; chilled food maximum of 4 hours, hot food maximum of 2 hours. Chilled food served at or below 8°C Hot food served at or above 63°C	CCP	Visual checks Complete temperature records	Dispose of unsafe food

Step	HAZARDS AT CCPs	Control measures and critical limits	CCP or	Monitoring and recording	Corrective action
			PRP		
	Presence of allergens	Ensure correct allergen information is available at the customer service point	PRP	Check daily allergen sheets	
	Chemical or Physical contamination from Damaged/Dirty Equipment or Personnel	Implement pest control contractor recommendations Follow personal hygiene policy Ensure equipment and utensils are clean Protect food where possible and appropriate with sneeze guards or covers	PRP	Visual checks Complete cleaning schedule Allergen awareness training	Dispose of contaminated food
9b) Delivery and service (off site)	Growth of harmful bacteria or formation of toxins	Ensure that food is despatched and arrives at suitable temperature (chilled at or below 8°C and hot food at or above 63°C) Food is transported in insulated containers. Chilled food must be kept under 8°C Hot foods must be above 63°C Hot food not under temperature control disposed of after 2 hours. High risk cold food not under temperature control either disposed of after 4 hours.	CCP	Visual checks Complete temperature records	Dispose of food which may be contaminated Review staff training and supervision Review suitability of equipment If food is below 63°C on arrival, consider if food is safe to use and reheat as appropriate Contact engineer if fault suspected with vehicle chiller
	Cross contamination	Sanitise probe thermometer before and after use with probe wipe Use appropriate and clean equipment / utensils Food transported in appropriate containers and vehicles Delivery vehicle clean and hygienic	PRP	Visual checks	Dispose of any contaminated food
	Presence of allergens	Ensure correct allergen information is present prior to dispatch and present at service. Allergen awareness training	PRP	Check daily allergen sheets	

Step	HAZARDS AT CCPs	Control measures and critical limits	CCP or PRP	Monitoring and recording	Corrective action
	Chemical or Physical contamination from vehicle contents	Delivery vehicle clean and hygienic Food kept in suitable containers Follow personal hygiene policy	PRP	Visual checks Complete cleaning schedule	Dispose of any contaminated food

10 Labelling of PPDS Food	Incorrect Allergen Information	Ensure correct products are used and recipes followed	CCP	Check on Procure Wizard that correct allergens are up to date.	Update allergens before printing labels